

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

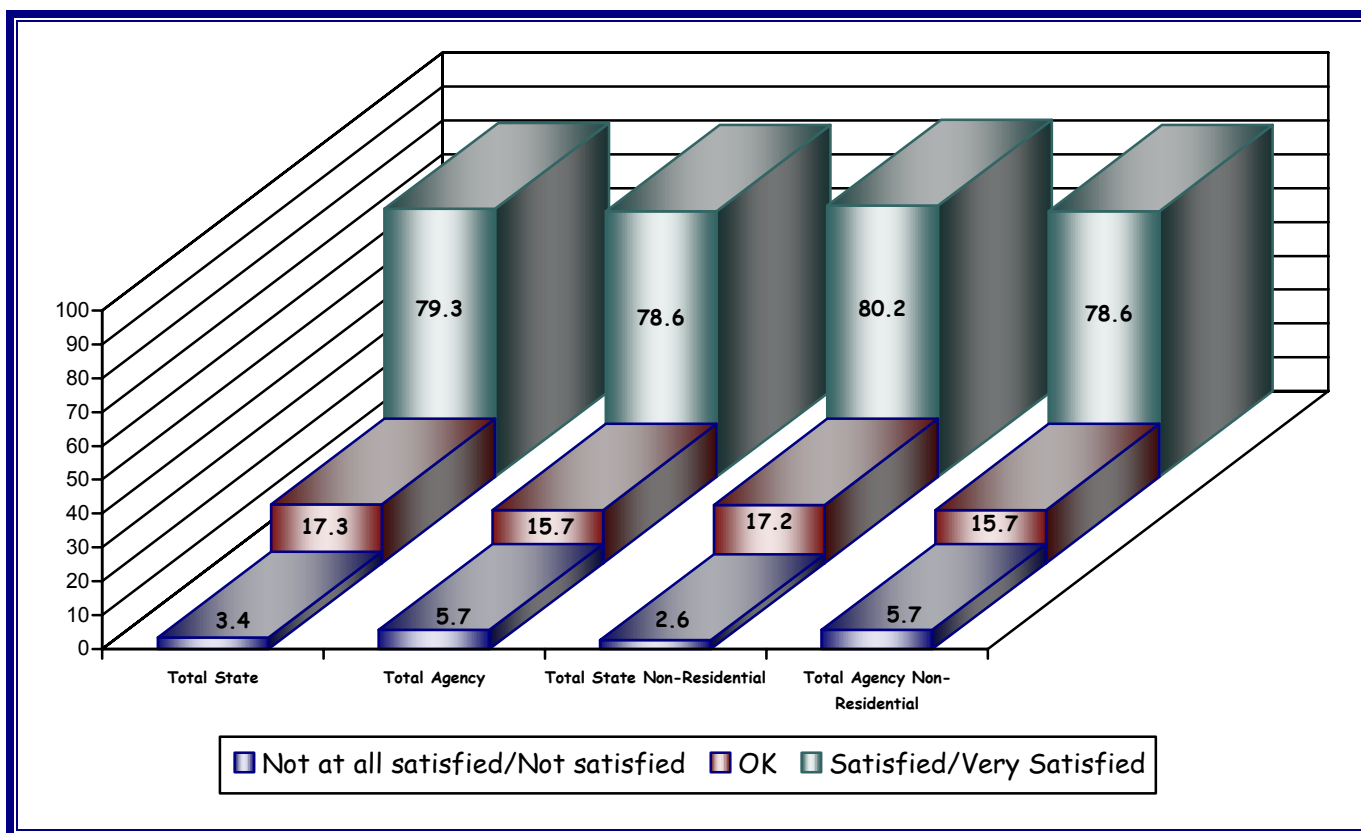
**Agency:** Preferred Family Healthcare, Inc.

**Data:** Total Trenton Facility

## Demographics: Total Trenton

		Agency Survey Returns	
		Total Consumers Total Agency	Total Consumers Non-Residential
SEX	Male	64.8%	64.8%
	Female	35.2%	35.2%
RACE	White	89.9%	89.9%
	Black	2.9%	2.9%
	Hispanic	0%	0%
	Native American	2.9%	2.9%
	Pacific Islander	0%	0%
	Other	4.3%	4.3%
MEAN AGE		24.74	24.74
	0-17	44.3%	44.3%
	18-49	54.3%	54.3%
	50+	1.4%	1.4%

## Overall Satisfaction with Services: Total Trenton



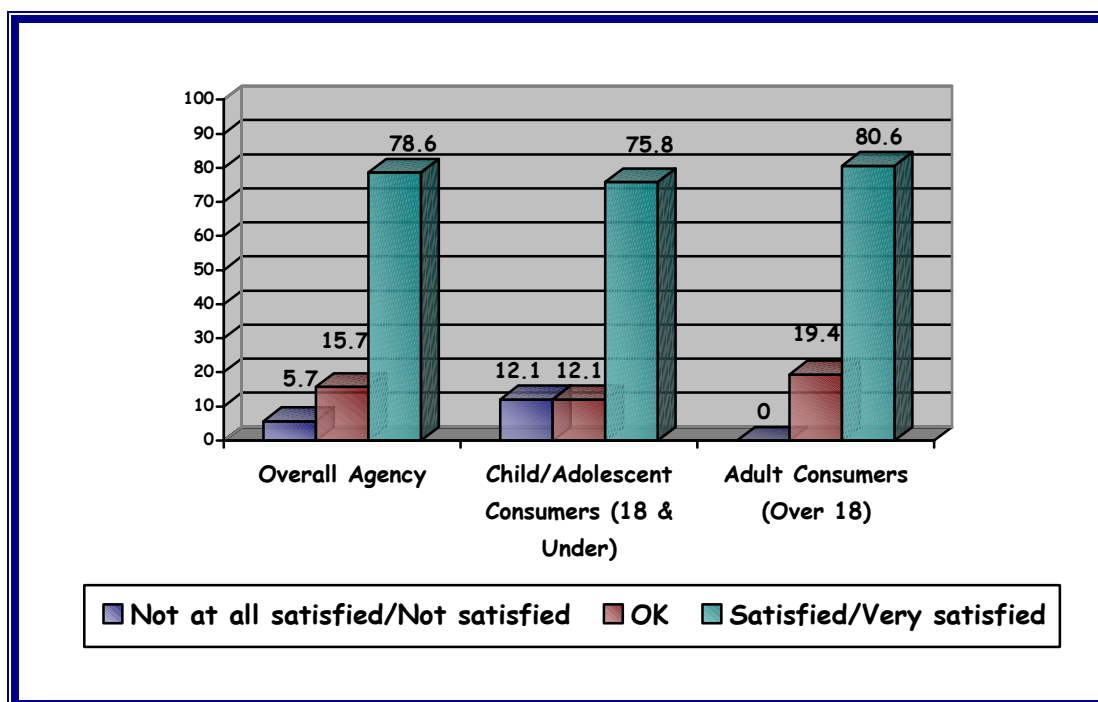
*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was slightly lower than the state average (78.6% for this agency versus 79.3% for the state).

# Overall Satisfaction with Services

## Comparison of Adults & Children: Total Trenton



	Total Agency Consumers (a)	Child/Adolescent Consumers 18 & Under	Adult Consumers Over 18
Not at all satisfied/Not satisfied	5.7% (4)	12.1% (4)	- (0)
OK	15.7% (11)	12.1% (4)	19.4% (7)
Satisfied/Very satisfied	78.6% (55)	75.8% (25)	80.6% (29)
Overall Mean Rating of Satisfaction with Services	4.03 (70)	3.85 (33)	4.17 (36)

(a) All consumers did not specify their age. Therefore the number of child/adolescent and adult consumers does not add to the total agency consumer number.

The key finding was:

- For both the percent of consumers satisfied with services and the mean satisfaction with services ratings, the adult consumers were more satisfied than the child/adolescent consumers.

## Satisfaction with Services: Total Trenton

How satisfied are you . . .	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
with the staff who serve you?	4.22 (1915)	4.16 (70)	4.24 (1369)	4.16 (70)
with how much your staff know about how to get things done?	4.08 (1911)	3.99 (70)	4.11 (1366)	3.99 (70)
with how staff keep things about you and your life confidential?	4.21 (1919)	4.01 (70)	4.21 (1371)	4.01 (70)
that your treatment plan has what you want in it?	4.11 (1907)	3.94 (70)	4.12 (1365)	3.94 (70)
that your treatment plan is being followed by those who assist you?	4.16 (1898)	3.91 (69)	4.14 (1355)	3.91 (69)
that the agency staff respect your ethnic and cultural background?	4.29 (1876)	4.32 (65)	4.29 (1346)	4.32 (65)
with the services that you receive?	4.20 (1915)	4.03 (70)	4.23 (1369)	4.03 (70)
that services are provided in a timely manner?	4.08 (1373)	4.01 (70)	4.08 (1373)	4.01 (70)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency ranged from 3.91 to 4.32. The highest rated item was that the agency staff respect the consumer's ethnic and cultural background and the lowest rated item was that the treatment plan is being followed by those who assist the consumer.

## Satisfaction with Quality of Life: Total Trenton

	Total Consumers		Total Non-Residential Consumers	
	State	Agency	State	Agency
How satisfied are you . . .				
with how you spend your day?	3.69 (1904)	3.68 (69)	3.74 (1360)	3.68 (69)
with where you live?	3.77 (1885)	3.77 (69)	3.77 (1344)	3.77 (69)
with the amount of choices you have in your life?	3.63 (1917)	3.39 (70)	3.62 (1373)	3.39 (70)
with the opportunities/ chances you have to make friends?	3.82 (1907)	3.74 (69)	3.76 (1363)	3.74 (69)
with your general health care?	3.80 (1872)	3.65 (65)	3.80 (1339)	3.65 (65)
with what you do during your free time?	3.74 (1897)	3.96 (69)	3.79 (1359)	3.96 (69)
How safe do you feel . . .				
in your home?	4.26 (1897)	4.49 (69)	4.29 (1367)	4.49 (69)
in your neighborhood?	4.08 (1894)	4.46 (69)	4.12 (1362)	4.46 (69)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

### Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.49) and least satisfied with the amount of choices they have in their lives (mean of 3.39).

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

### Alcohol and Drug Abuse Services

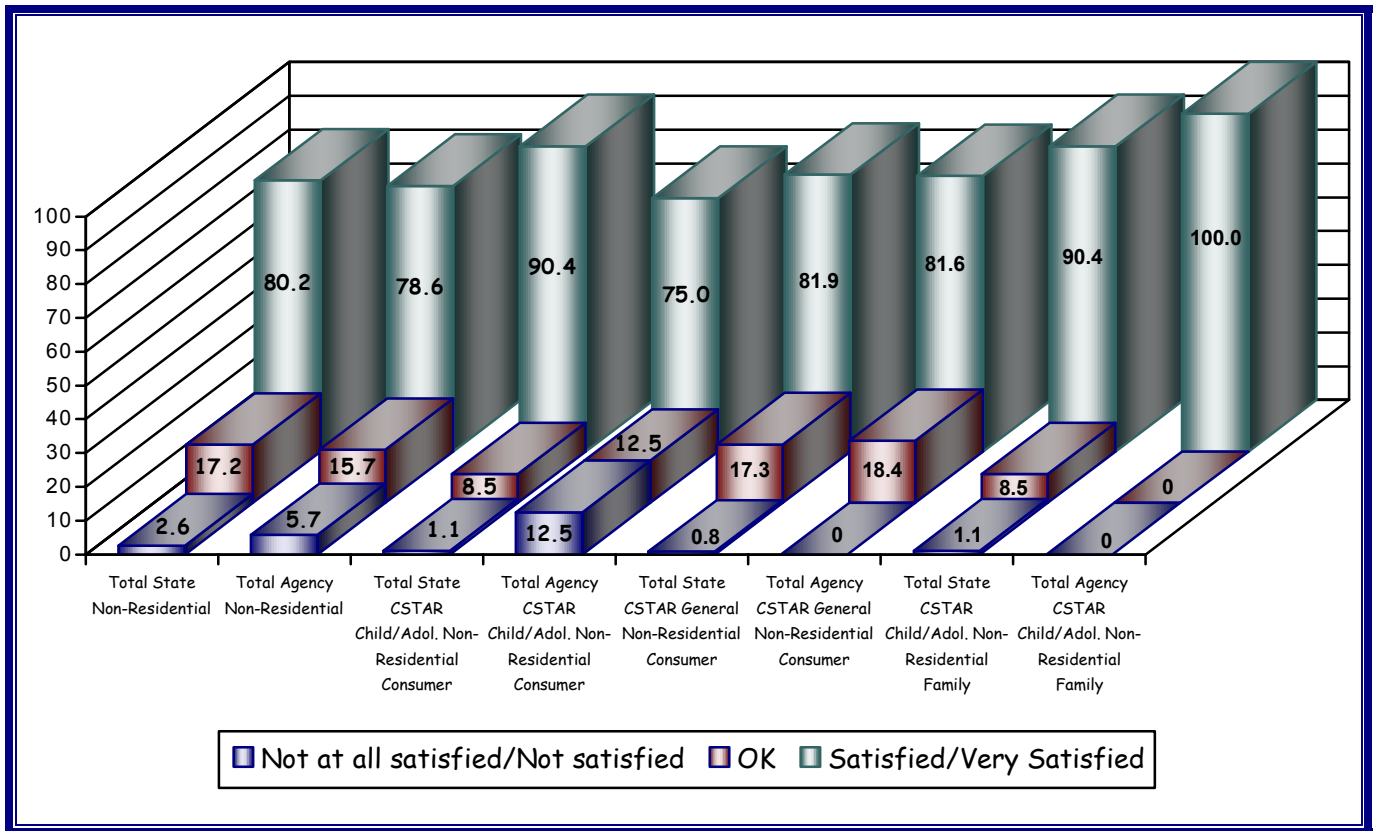
**Agency:** Pathways Community Behavioral Healthcare, Inc.

**Data:** Total Trenton Non-Residential

## Demographics: Trenton Non-Residential

		Agency Survey Returns			
		Total Consumers Non-Residential	CSTAR Child/Adolescent Consumers	CSTAR General Consumers	CSTAR Child/Adolescent Family
SEX	Male	64.8%	60.6%	68.4%	37.5%
	Female	35.2%	39.4%	31.6%	62.5%
RACE	White	89.9%	93.5%	86.8%	100.0%
	Black	2.9%	3.2%	2.6%	0%
	Hispanic	0%	0%	0%	0%
	Native American	2.9%	3.2%	2.6%	0%
	Pacific Islander	0%	0%	0%	0%
	Other	4.3%	0%	7.9%	0%
MEAN AGE		24.74	15.79	32.73	15.63
	0-17	44.3%	93.9%	0%	100.0%
	18-49	54.3%	6.1%	97.3%	0%
	50+	1.4%	0%	2.7%	0%

## Overall Satisfaction with Services: Trenton Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was slightly lower than the state average (78.6% for this agency versus 80.2% for the state).
- The CSTAR General Non-Residential Consumers rated the program highly with 81.6% "satisfied" or "very satisfied".

## Satisfaction with Services: Trenton Non-Residential

How satisfied are you ...	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumer		CSTAR General Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.24 (1369)	4.16 (70)	4.18 (156)	3.91 (32)	4.34 (250)	4.37 (38)	4.55 (94)	4.50 (8)
with how much your staff know about how to get things done?	4.11 (1366)	3.99 (70)	3.99 (155)	3.72 (32)	4.24 (250)	4.21 (38)	4.45 (94)	4.63 (8)
with how staff keep things about you and your life confidential?	4.21 (1371)	4.01 (70)	4.23 (154)	4.00 (32)	4.24 (250)	4.03 (38)	4.72 (93)	4.63 (8)
that your treatment plan has what you want in it?	4.12 (1365)	3.94 (70)	3.98 (157)	3.81 (32)	4.22 (248)	4.05 (38)	4.41 (94)	4.38 (8)
that your treatment plan is being followed by those who assist you?	4.14 (1355)	3.91 (69)	3.85 (156)	3.47 (32)	4.24 (245)	4.30 (37)	4.43 (94)	4.13 (8)
that the agency staff respect your ethnic and cultural background?	4.29 (1346)	4.32 (65)	4.33 (156)	4.39 (31)	4.31 (239)	4.26 (34)	4.62 (91)	4.25 (8)
with the services that you receive?	4.23 (1369)	4.03 (70)	4.10 (155)	3.81 (32)	4.31 (249)	4.21 (38)	4.50 (94)	4.63 (8)
that services are provided in a timely manner?	4.08 (1373)	4.01 (70)	4.00 (155)	3.84 (32)	4.14 (251)	4.16 (38)	4.46 (93)	4.25 (8)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 3.91 to 4.32. The highest rated item for this agency was that the agency staff respect the consumer's ethnic and cultural background (mean of 4.32) and the lowest rated item was that the treatment plan is being followed by those who assist the consumer (mean of 3.91).
- The CSTAR General Consumers were more satisfied with the services that they received than the CSTAR Child/Adolescent Consumers.



# Satisfaction with Quality of Life: Trenton Non-Residential

	Total Non-Residential Consumers		CSTAR Child/Adolescent Non-Residential Consumer		CSTAR General Non-Residential Consumer		CSTAR Child/Adolescent Non-Residential Family	
	State	Agency	State	Agency	State	Agency	State	Agency
How satisfied are you . . .								
with how you spend your day?	3.74 (1360)	3.68 (69)	3.52 (153)	3.45 (31)	3.88 (251)	3.87 (38)	3.81 (91)	3.13 (8)
with where you live?	3.77 (1344)	3.77 (69)	3.60 (151)	3.61 (31)	3.80 (247)	3.89 (38)	4.07 (92)	4.13 (8)
with the amount of choices you have in your life?	3.62 (1373)	3.39 (70)	3.25 (155)	3.16 (32)	3.65 (251)	3.58 (38)	4.02 (92)	3.88 (8)
with the opportunities/chances you have to make friends?	3.76 (1363)	3.74 (69)	3.88 (155)	3.81 (32)	3.80 (248)	3.68 (37)	3.80 (92)	3.38 (8)
with your general health care?	3.80 (1339)	3.65 (65)	3.74 (139)	3.44 (27)	3.85 (245)	3.79 (38)	4.27 (91)	4.13 (8)
with what you do during your free time?	3.79 (1359)	3.96 (69)	3.91 (152)	4.00 (31)	3.77 (250)	3.92 (38)	3.87 (92)	3.00 (8)
How safe do you feel . . .								
in your home?	4.29 (1367)	4.49 (69)	4.55 (155)	4.50 (32)	4.30 (249)	4.49 (37)	4.58 (92)	4.25 (8)
in your neighborhood?	4.12 (1362)	4.46 (69)	4.47 (154)	4.50 (32)	4.15 (249)	4.43 (37)	4.42 (92)	3.63 (8)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>								

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.49) and least satisfied with the amount of choices they have in their lives (mean of 3.39).

## Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

## Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*

